BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Certificate in Information Technology Pearson BTEC International Level 3 Subsidiary Diploma in Information Technology Pearson BTEC International Level 3 Foundation Diploma in Information Technology Pearson BTEC International Level 3 Diploma in Information Technology Pearson BTEC Level 3 National Extended Diploma in Information Technology
Unit number and title	**Unit 20: Business Process Modelling Tools**
Learning aim(s)	**B:** Examine an organisation's business processes and activities to inform improvements **C:** Develop a plan to improve an organisation's business processes and activities.
Assignment title	Planning business change
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You have obtained a work experience post at a local small business who make bespoke racing bicycles and currently make limited use of IT. They have asked you to investigate how they might use technology to improve their business processes. The current paper based ordering process is slow and prone to errors so he is keen to find a process which: • makes ordering a custom built bike quick and easy ensuring all required information is collected and missing or incompatible options are avoided • ensures that records on options, pricing, delivery dates and customer requests are easily available to everyone • ensures that progress on building the bike is kept up to date.

Task 1	The director of the company found your presentation on using technology to support business processes very interesting. He has now asked you to develop and evaluate a plan to improve the customer ordering process including the use of technology. To do this you need to complete the following tasks. • Have a meeting with one of the staff and discuss with them current ordering process, and review the attached order form, taking notes on your discussions

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	• You should then:
	  o Create a model (annotated diagram) of the current ordering process.
	  o Write an analysis of the current ordering system and how it supports the businesses requirements.
	  o Identify where improvements could be made in the existing process.
	• Develop a plan using change management processes to improve the ordering process, including the use of technology, to meet the business requirements.
	• Take part in a discussion with the company director in which you review your plan, taking notes on what is said. Following your discussion, refine and improve your plan based on the feedback received and write an assessment of how useful the feedback was in helping you to improve the plan.
	• Review your improved plan with the director and justify the decisions you have made in the plan. Your tutor will record the discussion to provide evidence.
	• Write an evaluation in which you consider both the model of the exiting ordering process and your plan to improve it and how effective your suggested improvements are likely to be. Your evaluation needs to consider both positive and negative aspects and be clear balanced and fluent with realistic examples which are specific and measureable.
	
	Present evidence that you have shown individual responsibility, effective time-management in your investigation and planning of the improvements to the business process making high-quality justified recommendations and decisions. This should include a task plan for completing the assignment and a witness testimony from your tutor. For example, you need to show how you have:
	• Planned and managed your time and met targets.
	• Reviewed and responded to outcomes including the use of feedback from others
	• Behaved appropriately while completing the assignment – including professionalism, etiquette, supportive of others, timely and appropriate leadership, accountability and individual responsibility
	• Evaluated outcomes to help inform high-quality justified recommendations and decisions
	• Used appropriate methods of communication effectively

Checklist of evidence required	Business process model Analysis of existing system Original improvement plan Discussion notes Improved plan Assessment of the usefulness of feedback received

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	Recording of decision justifications Evaluation of model and plan
Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
BC.D2	Evaluate the plan against the model, showing the effectiveness of the new business process and activities.
B.M2	Analyse the ways in which an existing business process supports an organisation's requirements.
C.M3	Justify decisions made in a plan to improve a business process.
B.P3	Produce a clear model for an existing business process which supports an organisation's requirements.
B.P4	Assess an existing business process used to support an organisation's requirements and identify potential improvements.
C.P5	Produce a plan for improving a business process with technology and change management that supports an organisation's requirements.
C.P6	Assess how feedback has been used to refine the plan to improve a business process and activities to support an organisation's requirements.

Sources of information to support you with this Assignment	Books: Johnston, G. Business Process Re-engineering, Amazon Media EU S.à r.l. (Kindle Book - ASIN: B0076WBWI4 Worthington, I and Britton C. The Business Environment. Pearson, 2104, ISBN-13: 978-0273756729 Ould, M. Business Process Management: A Rigorous Approach. BCS, 2005. ISBN-13: 978-1902505602
Other assessment materials attached to this Assignment Brief	*Example order form* *Ordering process*

Bike hut – Order form

Date: .....
Order taken by: .....
Customer name: .....
Address: .....
Town: .....
Postcode: .....
Contact number: .....

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Bike options selected

Part	Options selected	Price	In stock
Frame			
Wheels			
Front brakes			
Rear brakes			
Handle bars			
Peddles			
Gears			
Seat			
Other options			
	Total price		
Notes			
Estimated completion date			

Signature: **……**

Ordering process

- To order a bike customer must first have a copy of the printed catalogue (so they know what options are available), which includes a copy of the order form. Catalogues are sent out by post.
- Once the customer has the catalogue then can either fill in the order form and send it in by post or phone up and place an order over the phone.
- Orders received over the phone are entered on an order form by the admin clerk. She also checks the orders received by post.
- The admin clerk takes a photocopy of the order and she puts the original in the orders folder and gives the copy to the workshop manager.
- The workshop manager checks the order and looks in the parts stock to see if all the required items are in stock. If any items are out or low of stock he asks the admin clerk to order more. If there are parts out of stock for the bike he puts the order in the ‘awaiting parts’ folder.
- If all parts are in stock the workshop manager puts the copy of the order in the back of the ‘work pending’ folder and adds the order to the list of pending orders he keeps in the front of the folder. He uses this to see how many bikes are waiting to be built and from this he estimates a completion date and phones the customer to give them the estimated date.
- When parts are delivered the workshop manager checks the ‘awaiting parts’ folder to see which bikes were awaiting the parts and he moves the order form to the ‘work pending’ folder.
- When the order form reaches the front of the ‘work pending’ folder the bike is then built using the order form to identify which parts to use.
- When the bike is completed the order form is taken out of the front of the ‘work pending’ folder and put in the ‘work completed’ folder.